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AUTHOR Franklin, Hugh; And Others
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ABSTRACT

In fall of 1988, the William Jasper Kerr Library at Oregon State University combined its separate science/technology and social science/humanities reference areas. One year later, the Reference Arrangement Task Force was appointed to evaluate the effectiveness of the new configuration. The Task Force modelled the area with drawings and balsa pieces, searched the literature for relevant publications, surveyed six university libraries with centralized reference arrangements, and asked the 18 Kerr Library reference librarians to assess the seriousness of specific perceived reference arrangement problems and judge whether or not specific perceived solutions seemed reasonable. Final recommendations of the Task Force were based primarily on feedback from the dialogue with the Kerr librarians. Due, at least partly, to limited support staff and limited budget, several recommended changes were not implemented. These included three centerpiece recommendations: card catalog rearrangement for easier access; a card catalog/reference stack barrier to help keep reference books within their area; and a modified spoke arrangement of reference book stacks to provide fast, equal, line-of-sight access. Many easier-to-implement recommendations were adopted, including reference book weeding, some increase in table-top work space, and the creation of business directory and college directory clusters. This report provides background information on the university and the library as well as the final report and recommendations of the task force; floor plans accompany the text. Supporting materials are also provided, i.e., a progress report, a telephone survey report, the reference arrangement survey questionnaire and the results of that survey, and a 16-item annotated bibliography. (Author/MAB)

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ARRANGING MATERIALS AND SERVICES IN A UNIVERSITY LIBRARY REFERENCE AREA FOR EFFECTIVE USE

By
Hugh Franklin
Marjorie Knittel
Laurel Maughan

Reference Librarians at Kerr Library
Oregon State University

September 1991

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ABSTRACT

In fall of 1988, William Jasper Kerr Library at Oregon State University combined its separate science/technology and social science/humanities reference areas. One year later, the Reference Arrangement Task Force was appointed to evaluate the effectiveness of the new configuration.

The Task Force modelled the area with drawings and balsa pieces, searched the literature for relevant publications, surveyed six university libraries with centralized reference arrangements, and asked the 18 Kerr Library reference librarians to assess the seriousness of specific perceived reference arrangement problems and judge whether or not specific perceived solutions seemed reasonable. Final recommendations of the Task Force were based primarily on feedback from the dialog with the Kerr librarians.

Three centerpiece recommendations, card catalog rearrangement for easier access, a card catalog/reference stack barrier to help keep reference books within their area, and a modified spoke arrangement of reference book stacks to provide fast, equal, line-of-sight access were not implemented, due, at least partly, to limited support staff and limited budget. Many easier-to-implement recommendations were adopted, including reference book weeding, some increase in table-top work space, and creation of business directory and college directory clusters.

Introduction

BACKGROUND

Oregon State University, in Corvallis, Oregon, is a medium-sized Carnegie I research university (approximately 16,000 students), with special emphasis on science and engineering. Except for a marine science library at a separate campus, the library system is centralized within the William Jasper Kerr Library, a single, six-story building housing most of the 1,160,000-volume collection.

Reference services were provided within Kerr Library, until fall of 1988, at two reference locations, one on the 2nd, or main, floor for social sciences, humanities, and general reference, and one on the 5th floor for science and engineering. With minor exceptions, books and periodicals were arranged by Library of Congress call number from the main floor through the 6th floor, each reference area thus being near its own materials.

Historically, Kerr Library has always been operated with an unusually small staff. Budgetary problems in recent years have made it especially difficult to alter this situation. For this and other reasons, the two reference areas were combined on the main floor in the summer of 1988, together with the addition of a separate Information Desk to filter out directional and routine informational-type questions and make more efficient use of reference desk staff and services.

One year later, in the fall of 1989, task forces were appointed to evaluate the effectiveness of the new reference area and information desk area. One of these task forces was charged with evaluating the efficiency and effectiveness of the physical arrangement of reference area materials and services, and making appropriate recommendations. The following sections include, respectively, a description of the reference area, a condensation of the Reference Arrangement Task Force final report, and a brief summary and commentary on implementation of task force recommendations and supporting information.

II. DESCRIPTION OF THE REFERENCE AREA

The Reference Area, as it existed when the Reference Arrangement Task Force was created, is shown on pages 5 and 6.

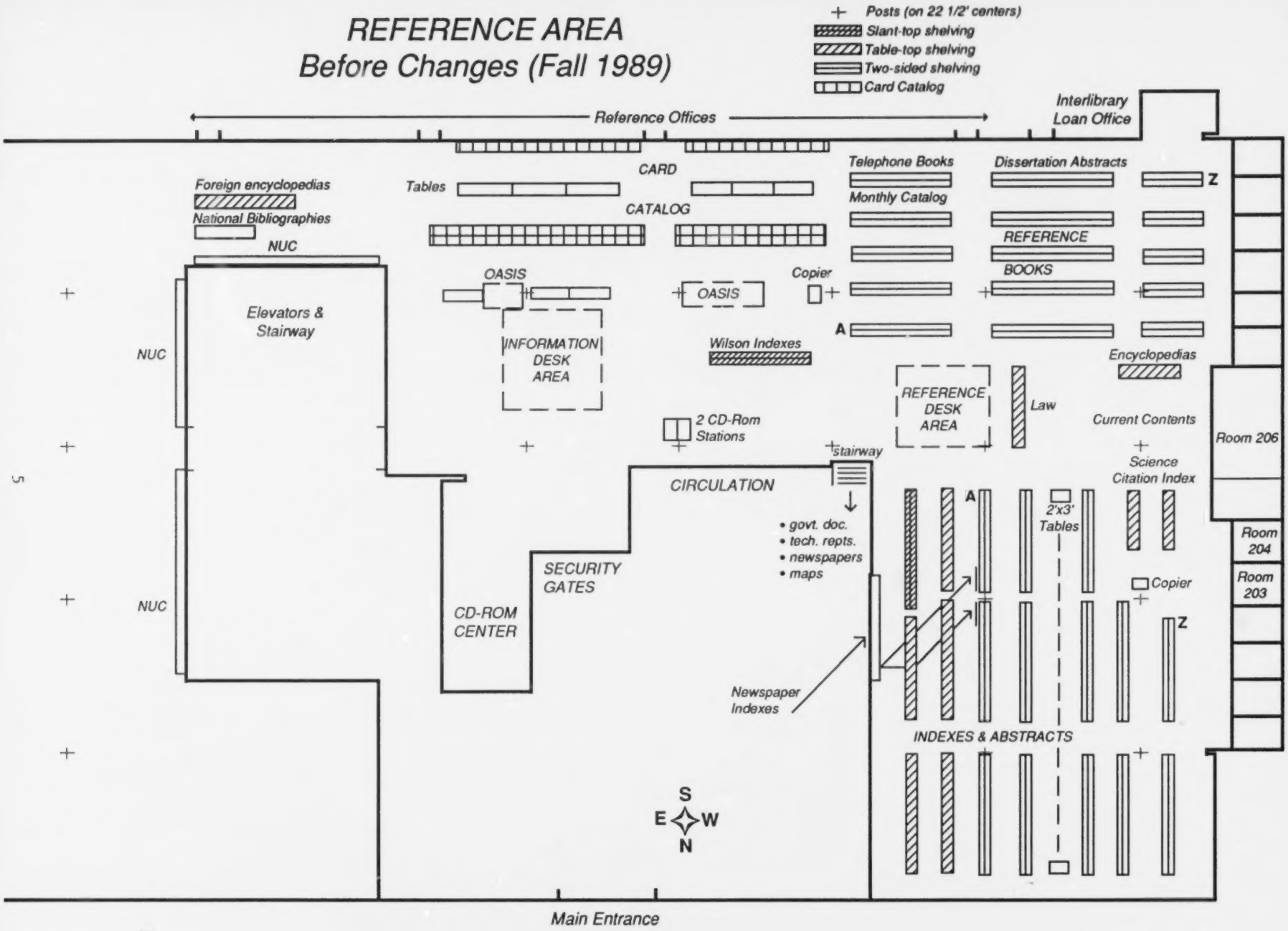
Library users enter through the security gates, and immediately face the Information Desk. As they approach it, the Reference Desk is visible to their right, and a double door leading to the elevators and stairway is visible to their left.

Foreign language encyclopedias, national bibliographies, and the National Union Catalog (NUC) surround the elevator/stairway core on two sides. The Card Catalog and the Online Catalog terminals (OASIS) are behind (south of) the Information Desk Area. Reference Books are arranged by Library of Congress call number in the southwest corner, except for key law sources and general encyclopedias, which are contained in separate clusters west of the Reference Desk Area. Indexes and abstract journals are also arranged by Library of Congress call number, in the northwest corner of the floor, except for various reference sources in separate clusters in the slant-top and table-top shelving north of the Reference Desk Area.

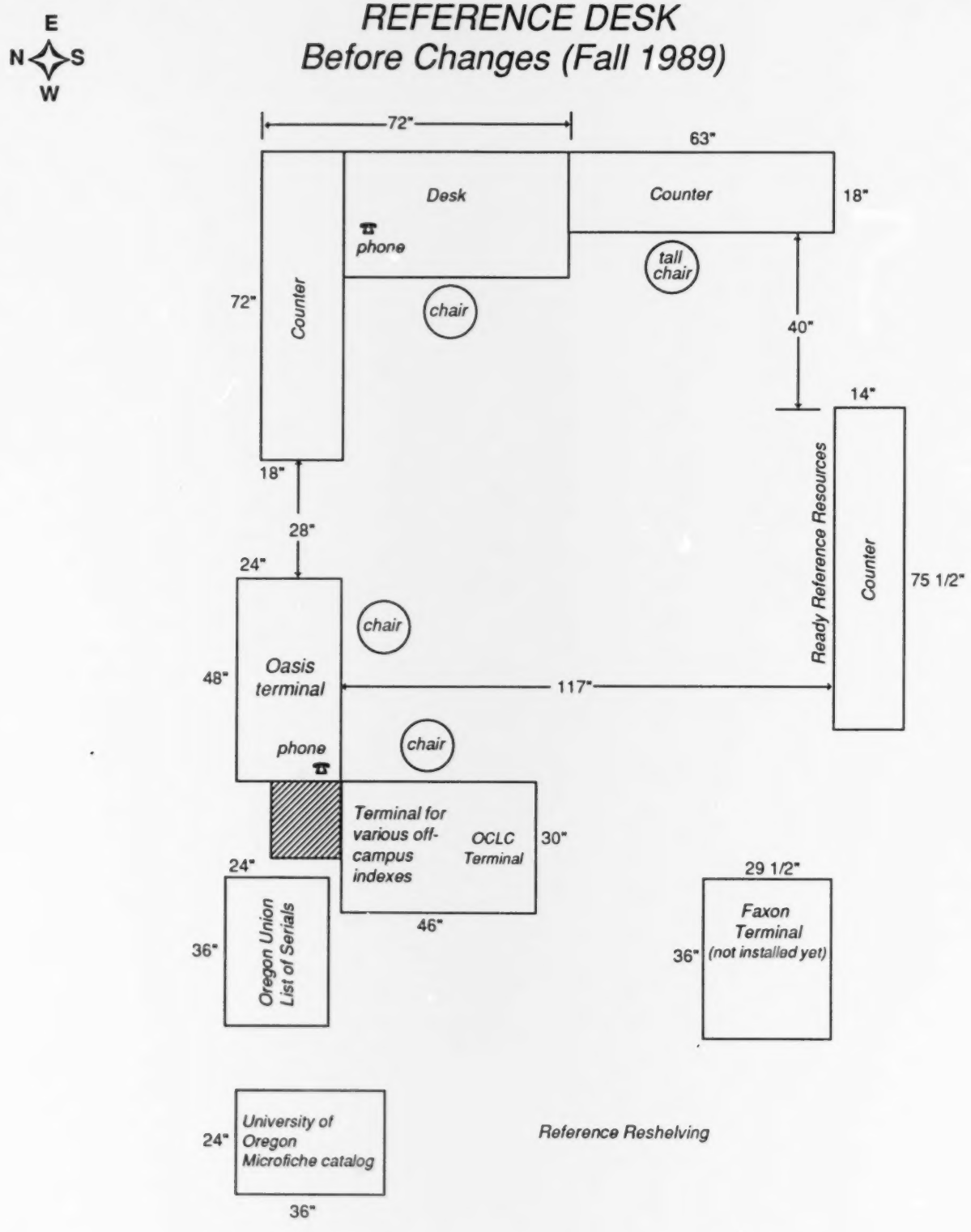
The "table-top shelving" north of the Reference Desk Area actually consists of a mix of table-top shelving and high tables, plus three atlas cases. Resources in Education/Current Index to Journals in Education (RIE/CIJE), Social Sciences Citation Index (SSCI), and some major book review indexes are arranged in three clusters, and various Wilson and non-Wilson indexes (some duplicating titles in the Wilson Index Area) are also shelved in the area. Finally, the slant-top shelving north of the Reference Desk contains a partial, but inadequate, cluster of major business sources.

Also not shown on page 5 are a small number of 2x3-foot tables and 2x3-foot carrels West of the Reference Desk Area and along the wall west of the Indexes and Abstracts.

The Reference Desk Area is detailed on page 6. The area is staffed by two librarians during most reference hours, with a single librarian during slow times, and three librarians during very busy periods. Note that there is little room for expansion of the area except to the west, and that electrical wiring originates at the support post. Otherwise, modifications to the Reference Desk Area are very simple to make compared to most of the Reference Book Area and Index/Abstract Area changes being considered.


REFERENCE AREA
Before Changes (Fall 1989)
Posts (on 22 1/2' centers)
Slant-top shelving
Table-top shelving
Two-sided shelving
Card Catalog
Reference Offices
Interlibrary Loan Office
Foreign encyclopedias
National Bibliographies
NUC
Tables
CARD CATALOG
Telephone Books
Monthly Catalog
Dissertation Abstracts
Z
REFERENCE BOOKS
A
OASIS
OASIS
Copier
Elevators & Stairway
NUC
NUC
INFORMATION DESK AREA
Wilson Indexes
Encyclopedias
REFERENCE DESK AREA
Law
2 CD-Rom Stations
Current Contents
Science Citation Index
Stairway
CIRCULATION
• govt. doc.
• tech. repts.
• newspapers
• maps
2'x3' Tables
Copier
Room 206
Room 204
Room 203
SECURITY GATES
CD-ROM CENTER
Newspaper Indexes
INDEXES & ABSTRACTS
S
E
W
N
Main Entrance

REFERENCE DESK
Before Changes (Fall 1989)



FINAL REPORT OF

REFERENCE ARRANGEMENT TASK FORCE

(Kerr Library, Oregon State University)

May 1990
Condensed Summer 1991

Hugh Franklin, Chair Hugh J. Franklin

Marjorie Knittel Marjorie C. Knittel

Laurel Maughan Laurel A Maughan

Task Force (including reasons for, charge, and scope)

The Reference Arrangement Task Force was created in Fall 1989 to evaluate the efficiency and effectiveness of the physical arrangement of reference materials and services. This Task Force was one of five, the others being Information Desk/Reference Desk (2-desks) Concept, Reference Collection Content, Reference Performance Standards and "Diminished Science Clientele" Issue (Do we get fewer science questions at our new combined reference desk?).

The charge to the Task Force specified that the following questions should be addressed and answered:

- Does the present arrangement best serve the needs of reference librarians and patrons? If not, what arrangements might be better?

- How should high-use materials be arranged to best facilitate their use?

- What is the best location for reference materials housed outside the reference area (e.g. NUC, foreign language encyclopedias, and foreign national bibliographies)?

- How could instructional equipment, such as video terminals, be incorporated into the reference area?

It also specified that the following steps be completed:

1) Develop an ACTION PLAN detailing areas to be examined, information needed, methodology to be employed, a tentative calendar of activities, and responsibility for assigned activities, and coordination with related TFs (e.g. Reference Collection TF, Information Desk/Reference Desk TF)

2) Gather information by various means: surveys, questionnaires, interviews, literature reviews, off-site visits, phone calls, or other appropriate means.

3) Outline a progress (or interim) report with possible recommendations. Write a feasibility statement to indicate the cost time frames, and other considerations. Due by December 22, 1989.

4) Turn in final recommendations, with estimates of costs, time-frames, etc. Include alternative recommendations if possible. Due by January 31, 1990.

Preliminary Modelling, Information Gathering, and Discussion

The Task Force met initially on November 8, 1989, and weekly thereafter. Discussion began immediately on what areas should receive priority and what methodology should be used.

Modelling of the Reference Area also began at this time. The use and extension of existing Macintosh-produced floor maps was initially tried, but lack of Macintosh knowledge by the task force members and some inaccuracies in the map stopped this possibility. Next, the idea of balsa furniture pieces backed with metal strips and stuck on a magnet board was considered. However, this alternative was rejected because it was time-consuming and expensive. Balsa cutouts on a drawn floor map were tried next, and they proved to be quite useful for a short time, as each of the members tried various configurations. However, the method which finally proved to be most usable, considering the time limits on this project, was to make floor map drawings on six per inch grid graph paper at a scale of six feet per inch, using a number 2 pencil throughout for speed and ability to make changes fairly quickly and neatly.

It was also decided, almost immediately, that a literature search would be a necessary part of the methodology. This consisted of a computer search of the ERIC file, and some contributions by various reference librarians from previous studies and personal interests.

For the first few meetings, some "blue sky" ideas were discussed. For instance, why not shift Circulation into the space presently occupied by CD-ROM, and shift CD-ROM and the Reference Desk into the vacated space ? This would gain some much-needed space for Reference, and integrate CD-ROM into Reference at the same time. However, this idea was rejected after considering the amount of space needed by Circulation and Stack Maintenance, and an unsuccessful trial, several years earlier, of Circulation in the smaller area. Another thought was to shift the card catalog or a major portion of it into the area presently occupied by national bibliographies and foreign encyclopedias, and thereby gain added space for Reference. However, the adjoining wall outside the reference offices is to be used for art exhibits. Also, shifting national bibliographies and foreign encyclopedias out of the area would create a significant problem in finding space for them. Finally, as it became apparent that the catalog could not be shifted east of the reference reception office door, and that the national bibliographies and foreign encyclopedias receive little use compared to other reference materials, the Task Force decided to devote all of their limited time to working with the more highly used materials around the Reference Desk.

Problems with the present Reference Area and possible solutions were explored from the beginning, combining many floor plan sketches with frequent discussions between the Task Force members.

Major improvements that were considered early and were eventually reflected in final recommendations included a modified spoke arrangement of reference books (for improved accessibility and visibility), an enclosing barrier on the east side of the reference books (to encourage their use within), more table-top work space everywhere, high stacks west of and north of the reference desk (to utilize the space more effectively), a more reasonable distribution of seating, and incorporation of encyclopedias and law books into the regular reference call number sequence while developing an appropriate business cluster.

At the same time, Task Force members worked from the beginning on developing a survey form to elicit feedback from the reference librarians, and a list of questions to ask librarians at selected libraries with central reference arrangements.

Possible Shifting of Selected Materials out of the Reference Area

As Task Force members worked to define and develop possible solutions to the problems, it became obvious that appropriate weeding of the Reference Area should not be overlooked as an important component in gaining some badly-needed space to accomplish other desirable changes. Although this would seem to be outside the charge of our Task Force, we could not resist making the following suggestions to the Reference Collection Content Task Force:

* Telephone Directories: Shift these to the Information Desk, whether they be in paper or microfiche, or both.

* Newspaper Indexes: Shift these to the Newspaper Area (on another floor).

* Shift some selected U.S. Government indexes and abstracts to Documents (on another floor).

* Shift duplicates of Wilson indexes out of the reference area.

* Shift very low-use indexes and very low-use bibliographies of specific libraries out of the reference area.

* Shift foreign-language encyclopedias to the regular (non-reference) stacks.

* Shift low-use national bibliographies (British Museum, Biblioteque Nationale, etc.) out of the reference area.

Progress Report (including areas to focus on, assumptions, and methodology)

A progress report was submitted on December 19, 1989 (Fig. 1) in accordance with the agreed-upon schedule. The Task Force had, by this time, agreed on areas to examine (and not examine) and a common list of assumptions. These areas and assumptions guided the study from that time forward. Also, the Task Force had agreed on the methodology to use.

Instruments Used

List of Questions for Phone Interviews With Selected Central-Reference Libraries

The list of questions used for a telephone survey of selected central-reference university libraries is combined with the survey responses in Fig. 2.

Reference Arrangement Survey

The Reference Arrangement Survey Form is shown in Fig. 3. This was the primary instrument of the Task Force, and the primary source of obtaining information upon which to base our recommendations.

Information Obtained

Literature Search

A selected bibliography on reference arrangement is shown in Figure 5. While some useful material was identified, it was used only indirectly in preparing the final recommendations. Time precluded a detailed study of the sources. They were scanned for relevance to the problems the Task Force had identified, but no direct relevance was noted. This does not mean that the sources did not cover any of our Task Force concerns; it just means that no new information was noted.

Feedback from Selected Central-Reference Libraries

Responses to the telephone survey of selected central-reference university libraries are summarized in Fig. 2. They were studied for relevance to problems identified by our Task Force. The librarians surveyed were apparently grappling with these same problems, but they generally appear to have more room to work with than Kerr Library.

1. All of these library reference areas have CD-ROM terminals, numerous index tables and numerous separate collections.

2. None of the reference areas has a modified spoke arrangement for reference books, but index tables and special collections displayed on low stacks may help in some cases.

3. Responses to the questions concerning provision for on-the-spot use of high-use materials suggest that apron shelving and table-top shelving are not being used very effectively; carrels, tables, and index tables (which take up much more space) are much more common.

4. Most of the reference areas have a barrier of some kind to encourage keeping the materials within, most are well-separated from other parts of the library and most have more than one photocopy machine within the area, but only one has signs asking users to keep the materials in the area.

5. On-line catalogs, OCLC terminals, ready-reference terminals, and CD-ROMs within the reference area are very common.

6. Space in reference for bibliographic instruction or off-the-desk librarian/patron conference is almost non-existent.

Feedback from Kerr Library Reference Librarians

Feedback from Kerr Library Reference Librarians, combined with modelling and discussion by the Task Force, constituted the primary information used to develop the final recommendations.

The survey was distributed to 18 librarians, consisting of 16 who were scheduled for regular reference desk hours, and two supervisors who did not work at the desk, but were intimately concerned with reference service, and had both been on the regular reference desk schedule in the past. A few additional forms were distributed to information desk staff and non-reference librarians, but feedback was quite limited, and was not used. Sixteen of the eighteen survey forms were returned (89% response rate).

A tabulation of the results is included in Fig. 4.

On February 21, 1990, each librarian received another copy of the survey, but with average ratings and numbers of yes's and no's from Fig. 4 included. On March 1, each reference librarian was also given a draft of the Task Force's recommendations. In both cases, librarians were asked to contribute their concerns and suggestions at a meeting on March 6.

Feedback before and at the March 6 meeting was generally supportive of the draft recommendations. Changes made as a result of the concerns and suggestions can best be described with the final recommendations (next section).

Final Recommendations

Final recommendations and corresponding floor plan sketches are presented on pages 14-22. Reference librarian input is reflected in the following draft recommendation changes:

* There should be a clear walkway along the wall, between all library office doors. (Neither card catalog rows nor the Reference Area barrier should extend to the wall).

* The preferred location for Current Contents is in the Current Journal Display Area (on the 4th floor), not in the Reference Area.

* The preferred location for a college directory cluster is in the Reference Area, not on the 1st floor.

* The preferred configuration for a reference book barrier includes an extra card catalog row on the catalog side.

* The reference desk counter should, ideally, be the same height all the way across.

* The OASIS terminal should be on the left side of the reference desk counter, not in the center.

* The ORULS microfiche viewer should be outside the "enclosed" Reference Desk Area for easy patron access.

* The University of Oregon microfiche catalog should be shifted out of the Reference area.

REFERENCE ARRANGEMENT TASK FORCE
RECOMMENDATIONS

REFERENCE BOOK AREA (see page 21)

1. Weed the reference book area of extremely low-use titles. Relocate them in non-reference areas.

2. Shift Dissertation Abstracts and Monthly Catalog to the index/abstract area.

3. Rearrange the card catalog to create more space in which to "close off" the reference area on its east side. Part of the card catalog could be used as the east "wall" of the reference area, or counter-top shelving could serve as the "wall" between the reference area and the card catalog.

4. Add some well-placed, tactful signage explaining the need to keep reference materials within the area for greater availability to all users.

5. Shift the reference-book photocopy machine from the east side of the support column to the west side.

6. Incorporate general encyclopedias into the west-facing or east-facing shelves of the new enclosure stacks, depending on which card catalog option is selected.

7. Shift the present Wilson cluster (in the present three slant-top units) to the north end of the enclosure stacks, depending on which card catalog option is selected.

8. Shift Current Contents to the Current Periodical Display Area, or, as a second choice, in front of Rooms 203 and 204 (where they will still be near Science Citation Index).

9. Shift reference-desk terminals and tables into a rectangular area east of the present wiring post (see reference desk options).

10. Rearrange reference book shelving in a modified spoke arrangement.

11. Replace sections nearest reference desk and a few others with double-sided, table-top shelving.

12. Add three pairs of back-to-back carrels.

13. Reshelve the main call number sequence titles, starting with the encyclopedias.

14. Incorporate law materials from the law cluster into their normal call number sequence (be sure there is table-top shelving in or very close to these materials).

15. Limit shelving height to six shelves.

16. Use apron shelving only where there is no adjacent table-top shelving, and leave the apron shelves bare in high-use areas.

INDEX/ABSTRACT AREA (see page 21)

1. Weed the index/abstract area of extremely low-use titles. Relocate them in non-reference stacks.

2. Shift Current Contents to the Current Periodical Display Area (on 4th floor), or to two pairs of back-to-back carrels in front of Rooms 203 and 204 (as noted in the Reference Book Area Recommendations).

3. Remove the northernmost 3-foot section from each of the five regular index/abstract ranges.

4. Replace the row of 2x3-foot tables (between Chemical Abstracts and Biological Abstracts) with a range of regular shelving.

5. Replace the next range of regular shelving (which presently holds Chemical Abstracts) with a range of double-sided table-top shelving.

6. Add pairs of back-to-back carrels next to the windows (in space created by removing the northernmost sections of the ranges of shelving).

7. Incorporate Resources in Education/Current Index to Journals in Education (RIE/CIJE) into regular index shelves in its normal call number sequence.

8. Incorporate book review indexes into regular index shelves in their normal call number locations.

9. Incorporate Wilson indexes presently in this area into their normal call number locations. Remove duplicate sets from the reference area (or discard them).

10. Incorporate physical education indexes into the new reference book enclosure shelving (near the Wilson indexes).

11. Reshelve Social Sciences Citation Index (SSCI) into three sections of single-sided table-top shelving against Stack maintenance divider wall.

12. Shift the three atlas cases against Stack Maintenance divider wall.

13. Retain and add to appropriate reference books and indexes in the present business cluster. Shift inappropriate indexes into regular index shelves in their normal call number locations.

14. Install a range of regular shelving to replace the present row of high tables and table-top shelving. Extend the range to the windows.

15. Extend the table-top shelving from the north end of the business cluster to the windows.

16. Reshelve the other call number sequence titles, starting with A on the east side of the table-top shelving north of the business cluster.

17. Limit shelving height to six shelves.

18. Use apron shelving only where there is no adjacent table-top shelving, and leave the apron shelves bare in high-use areas.

CARD CATALOG (see page 21)

*Guidelines

1. Open up the westernmost bay of the card catalog to provide some additional space for an enclosing wall on west side of reference book area.

2. Keep the present catalog drawers, units, and cards.

3. Keep the catalog west of the reference reception office entrance (at the present limit.)

4. Preserve reasonable access to the reference offices and Interlibrary Loan doorways including a continuous 3-foot aisle along the wall enclosing these areas.

5. Preserve reasonable clearance between card catalog users and users of OASIS.

6. Preserve at least one high table between every pair of rows of facing catalog units, except that one table may be removed if clearance is still not adequate.

7. Keep aisle widths between facing catalog units or between catalog and table adequate for handicapped access (3 feet).

REFERENCE DESK AREA (see page 22)

*Guidelines

1. Remove University of Oregon microfiche catalog from the reference area.

2. Keep the reference desk area within a rectangular enclosure extending east of the present wiring post, except that Oregon Union List of Serials (ORULS) might stay in it's present location.

3. Install all terminals either facing or 90 degrees to patrons approaching the desk from the east side.

4. Install the on-line catalog terminal (OASIS) and the FAXON serial terminal on or very close to front desk and counter (or pair of counters).

5. Provide for 36"-wide access gaps at each side of the front desk and/or counter, and at southwest corner of the reference desk area.

6. Note that various configurations can easily be tried without disrupting normal desk operations.

7. The high (42-inch) counter is believed to offer improved service. A low desk is not considered to be suitable for the limited service appropriate to this service point (but it would be for more in-depth service). Kerr Library should move to high counters for the reference "desk" as soon as financial resources permit.

8. The increased (24-inch) width of the counter reflects the need for more work space to interact with users.

9. OASIS should be mounted on a turntable to allow hands-on instruction of users.

10. FAXON should face forward (back to the approaching user). Instruction of users is not expected.

11. Space within the reference "desk" enclosure should be left open. Three librarians will "live" here during their desk hours.

OTHER RECOMMENDATIONS

1. Establish Conference Room #206 as a bibliographic instruction area for small group instruction and self-instruction. Install a VCR and collect appropriate bibliographic instruction tapes and other materials.

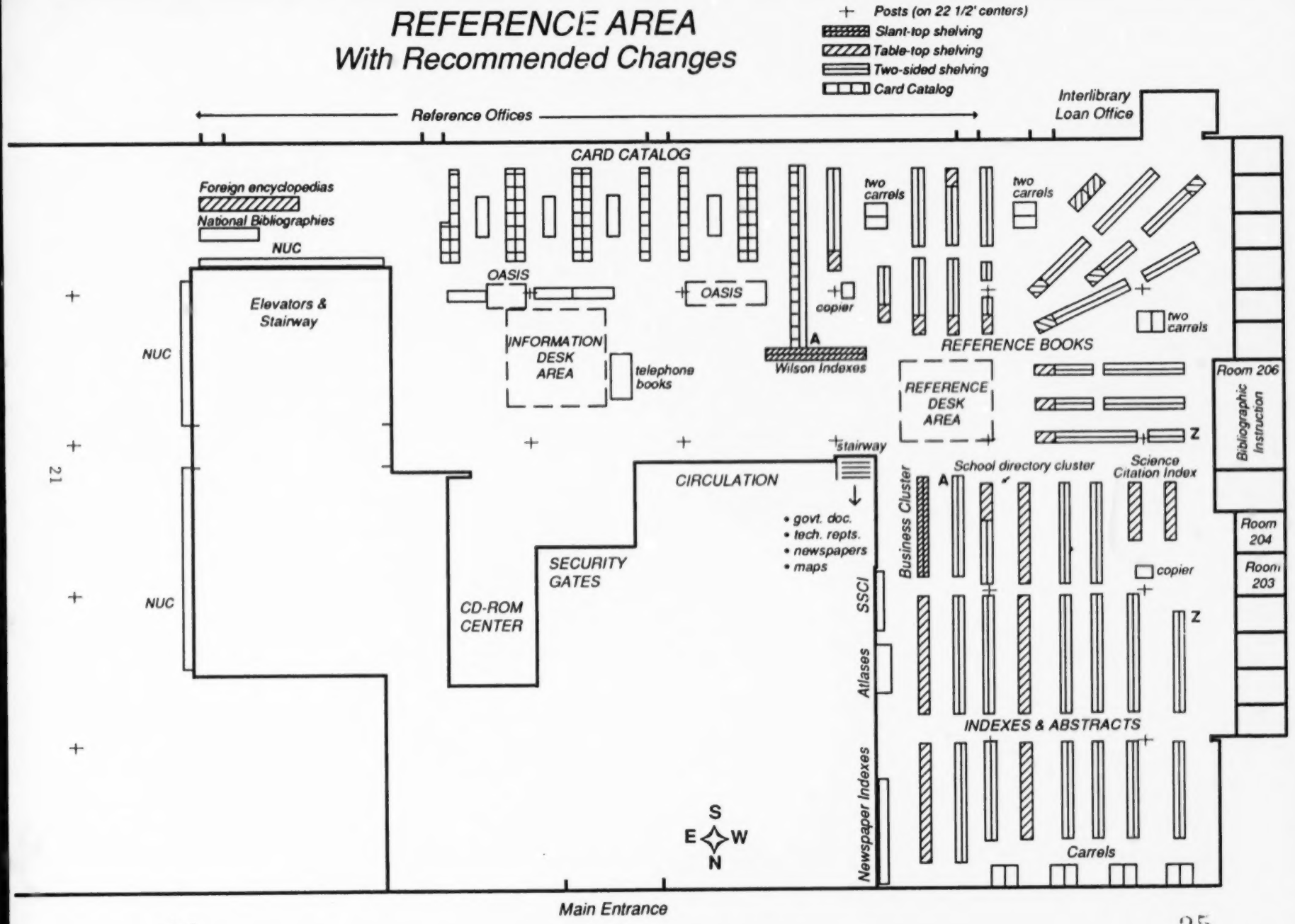
2. The Reference Arrangement Task Force does not offer any specific recommendations regarding CD-ROM. However, we feel that the two terminals near the Circulation desk are noisy and crowded, and should be moved to a more appropriate location, We feel that shifting any of the CD-ROM players into the reference desk area or near its surrounding books and indexes would represent a radical change in philosophy regarding the appropriate persons and groups. In any case, there is presently very little space in the reference area to add CD-ROM terminals.

3. The Reference Arrangement Task Force does not offer any specific recommendation regarding the appropriate location for foreign encyclopedias and national bibliographies. We feel that these materials are presently used very little by reference librarians, and that their location thus has little effect on reference service.

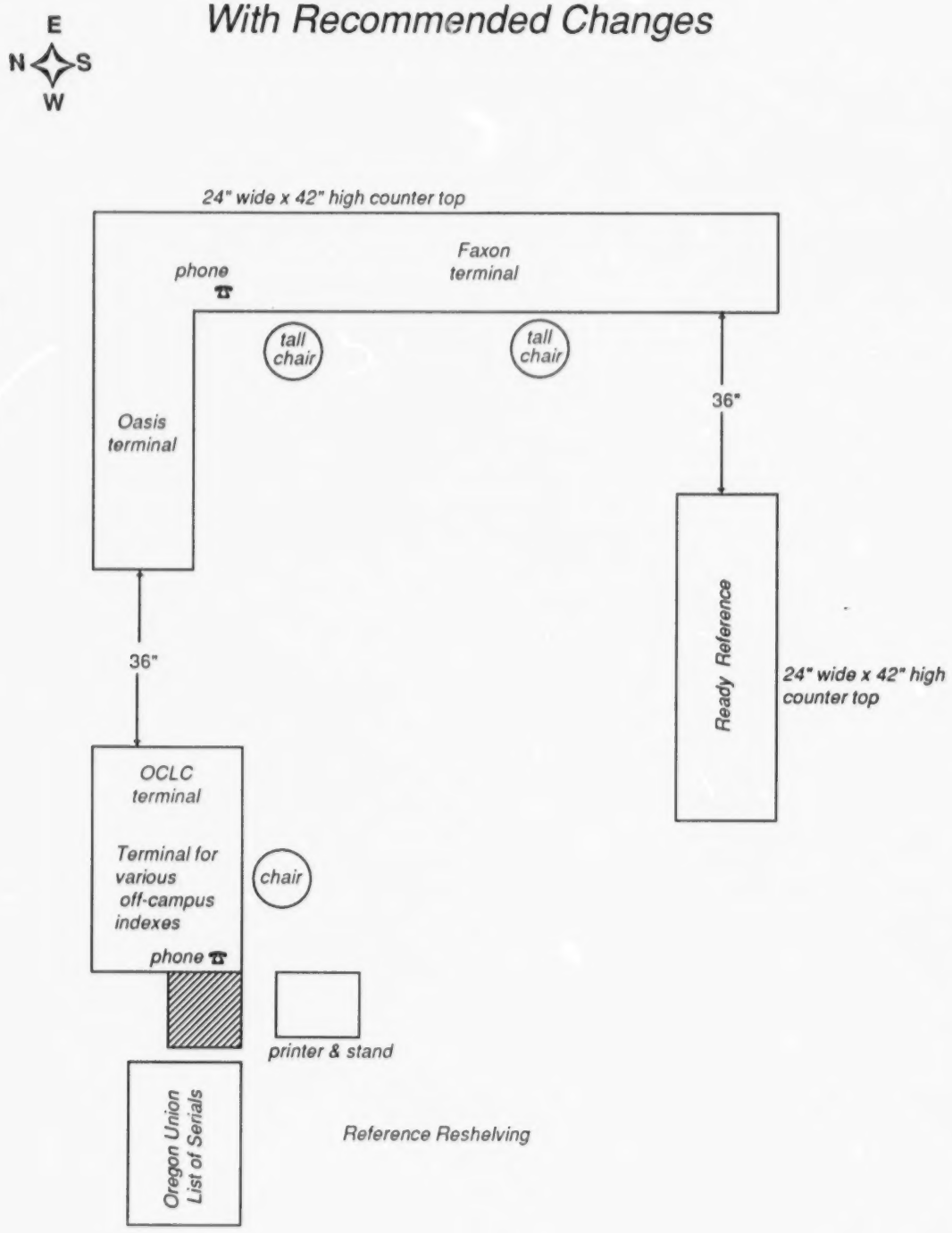
4. College directories for the United States are heavily used. The Reference Arrangement Task Force recommends that they be placed in a small area near the proposed business cluster. If this is unacceptable or not feasible, the second choice is to shift them to the 1st floor with the present college catalog collection.

5. Telephone books presently occupy a large amount of space. The Reference Arrangement Task Force recommends that they be placed either by the Information Desk or wherever else the recently acquired telephone directory microfiche are placed.

REFERENCE AREA
With Recommended Changes



REFERENCE DESK
With Recommended Changes



IMPLEMENTATION (Summer 1991)

A quick comparison of Reference Area change implementation (pages 25 and 26) with Reference Area recommended changes (pages 21 and 22) shows that most of the major recommended changes involving floor arrangement were not implemented. Specifically, the Card Catalog was not rearranged; the recommended reference book barrier was not created; reference book stacks were not rearranged in a modified spoke; table-top shelving was not installed as recommended; carrels were not added in the Reference Book Area as recommended; the area west of the Reference Desk was not filled in with stacks; index/abstract ranges were not shortened to add carrels along the north wall; the row of 2x3-foot tables was not replaced by a range of table-top shelving; and the extra range of regular shelving was not installed north of the Reference Desk. Also, the encyclopedia and book review clusters remain, as does the cluster of Wilson and physical education indexes north of the Reference Desk.

On the other hand, many recommendations were implemented, either in total or in part. The major example was an extensive weeding of the Reference Book Area, in which many reference books were shifted to regular stacks. Also, the Monthly Catalog and the law cluster materials, together with U.S. Government census reference books, were shifted out of the Reference Area into Government Documents on the floor below. Finally, telephone directories, which were replaced with microfiche, were, as recommended, shifted to the Information Desk Area. Together, these changes made the Reference stacks much easier to use.

Two more recommendations implemented were the creation of a business directory cluster and a college directory cluster.

In addition, even though the recommended reference book barrier was not installed, well-placed, tactful signage to keep reference books within the area was implemented.

Another case of partial implementation was the replacement of the first reference book shelving sections (Library of Congress call letter A) with table-top shelving (from the law cluster materials which were shifted to Government Documents). This, plus the replacement of the adjacent 14-inch wide Ready Reference table-top shelves with a 24-inch wide unit (traded with another department) significantly increased work space for users and librarians.

Recommendations to limit shelf height to six shelves and to leave apron shelves bare in high-use areas were also, to a large degree, implemented.

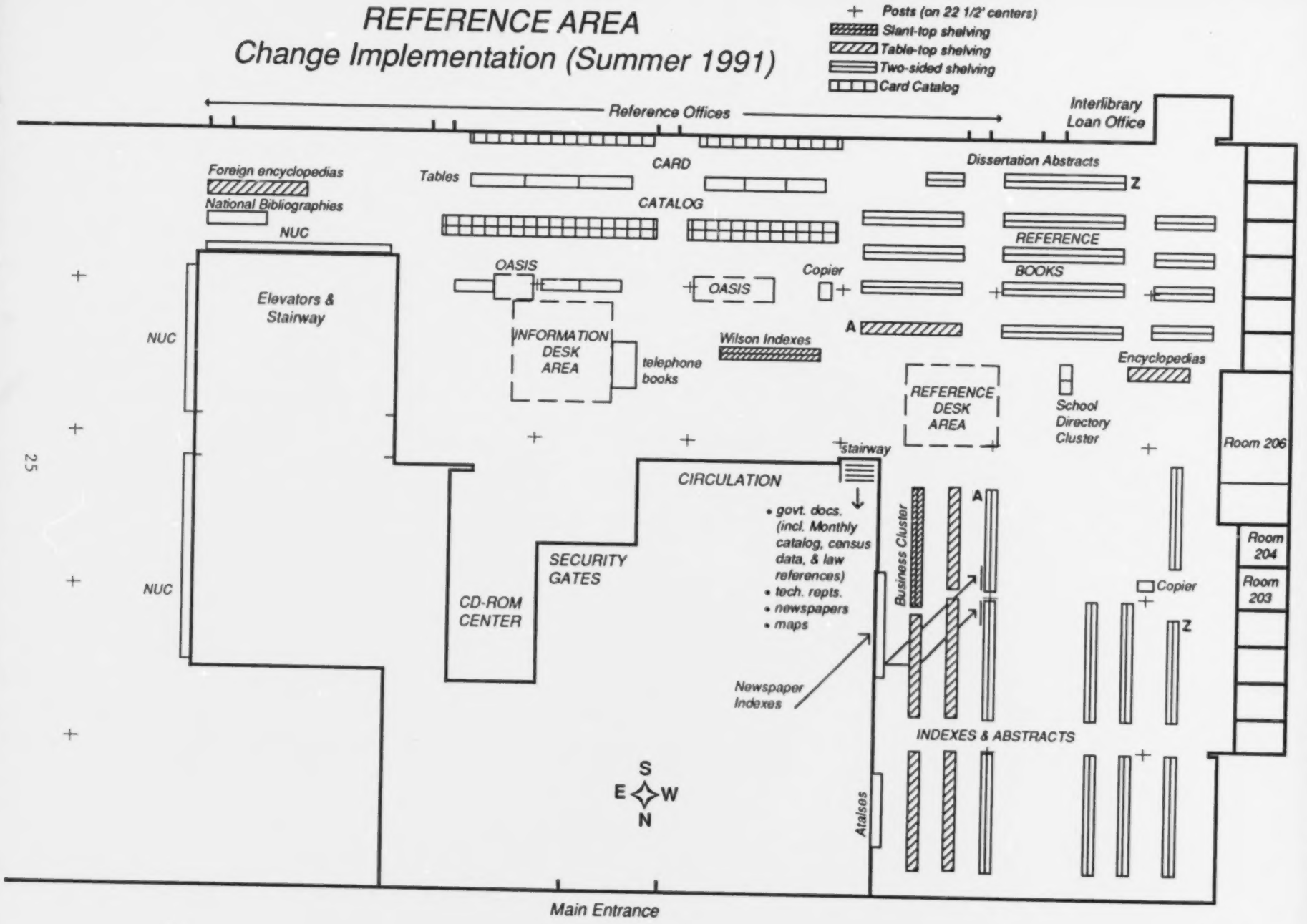
The strange gap in the middle to the indexes (page 25) arose unexpectedly when science faculty insisted that their major indexes and abstract journals be shifted back to the 5th floor to be near science books and journals. Science Citation Index, Current Contents, Mathematical Reviews (and other mathematics abstract

journals), Physics Abstracts, Chemical Abstracts, Biological Abstracts, and Index Medicus were thus shifted back to the 5th floor. Needless to say, this opened up considerable space in the area. To date, the area has not been effectively rearranged to take advantage of the additional space.

Reference Desk Area recommendations were essentially all implemented, within the constraints that no new furniture could be purchased (compare page 22 with page 26).

Feelings of the Rearrangement Task Force at this point are mixed. On the one hand, most of the furniture rearrangement recommendations, which, in the opinion of Task Force members, were essential for effective use of the collection, were not implemented, which is discouraging. Arguments that we cannot afford staff time (and cost) to shuffle the shelves and materials, or that the advantages of the changes are doubtful, do not seem convincing. Survey response to questions asking whether or not proposed solutions to specific problems were reasonable showed only lukewarm support for rearranging the Card Catalog (7 yes, 3 no, 6 not responding), but support was much stronger for a modified spoke arrangement of reference stacks (11 yes, 3 no, 2 not responding), for extra table-top shelving in the Reference Book Area (16 yes and 0 no near points of high use, and 15 yes, 1 no where maximum line-of-sight access can be obtained), and for a barrier between the Reference Book Area and the Card Catalog (11 or 12 yes, 1 no, for specific details of the barrier).

Perhaps, it was probably unrealistic from the outset to expect that money would be used to purchase table-top shelving, or that changes requiring extensive rearrangement of stacks and/or extensive reshelving of materials would be accepted. Budget and staff were just too limited.


REFERENCE AREA
Change Implementation (Summer 1991)
Posts (on 22 1/2' centers)
Slant-top shelving
Table-top shelving
Two-sided shelving
Card Catalog
Reference Offices
Interlibrary Loan Office
Foreign encyclopedias
National Bibliographies
NUC
Tables
CARD CATALOG
Dissertation Abstracts
Z
REFERENCE BOOKS
OASIS
Copier
OASIS
A
Elevators & Stairway
NUC
INFORMATION DESK AREA
telephone books
Wilson Indexes
Encyclopedias
REFERENCE DESK AREA
School Directory Cluster
Room 206
stairway
CIRCULATION
• govt. docs. (incl. Monthly catalog, census data, & law references)
• tech. repts.
• newspapers
• maps
Business Cluster
A
Room 204
Room 203
NUC
SECURITY GATES
CD-ROM CENTER
Copier
Z
Newspaper Indexes
INDEXES & ABSTRACTS
S
E
W
N
Atalses
Main Entrance

REFERENCE DESK
Change Implementation (Summer 1991)

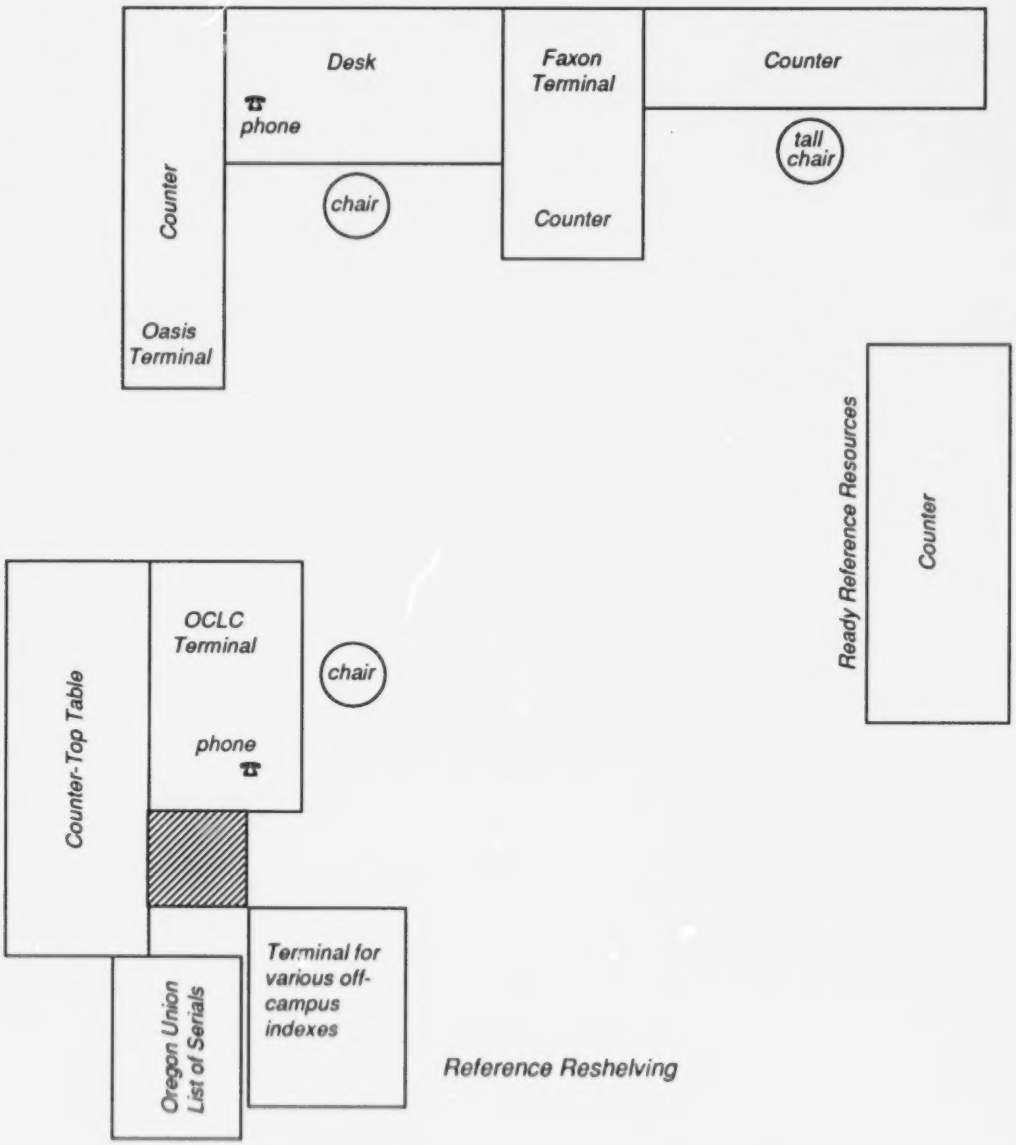


Figure 1

PROGRESS REPORT

19 December 1989

TO:

FROM: Hugh Franklin, Chair of Reference Arrangement Task Force

SUBJECT: Progress Report

Briefly, our task force has made significant progress. We have defined areas to examine, developed assumptions to operate within, determined appropriate methodology, and made a good start in applying the methodology. These steps have been in a state of flux up to the present moment.

Areas to examine are those suggested in the Task Force Charge, specifically stack arrangement and call number arrangement of the reference books and indexes, appropriate arrangement for high-use materials, location for reference materials housed outside the reference area, and incorporation of instructional equipment into the area. However, they also include physical arrangement of the card catalog, consideration of how CD-ROM might be better integrated into reference (without shifting the present CD-ROM center) and proper arrangement of furniture, equipment and books within the reference desk itself. Finally, the arrangement of reference materials presently outside the reference area will be considered a much lower priority than arrangement of the other components.

The following assumptions have been developed:

*The reference area is quite crowded , as evidenced by a lack of index tables, seven-high reference shelf stacks, and a lack of table-top work space and patron seating.

*Massive weeding or shifting of materials out the reference area is not likely to happen. A shift of as much as 20% of the materials would seem to be optimistic.

*Separate clusters (out of call number sequence) are here to stay, but should be kept to an absolute minimum. They need to be very well-justified.

*A major shift of the entire CD-ROM area is not feasible, and not necessarily desirable.

*The present general locations of Circulation, CD-ROM, the Card Catalog, the Reference Area, and Reference offices are fixed for this building.

*It is not feasible to shift or extend the Card Catalog east of the Reference reception office door; however, shrinking the Catalog by pulling OCLC cards is a possibility.

*Major expenditures on new furniture (beyond a few thousand dollars) are not feasible.

*Major expenditures on electrical wiring (beyond a few thousand dollars) are not feasible.

We have determined that our information gathering methodology should consist of a literature search, modelling the reference area (with drawings and scaled furniture blocks), questioning librarians at university libraries which have a centralized reference system, and surveying reference librarians within Kerr Library.

The literature search is nearly done. It consists of an ERIC computer base search, search of the paper indexes of Library Literature for the past five years, and some serendipitous discovery of additional sources. It also includes looking for appropriate standards or guidelines, if they exist. Most sources identified are of some value, but very few specifically relate to general arrangement of a reference area.

Modelling the reference area is an ongoing process. A map of the 2nd floor, drawn to a scale of one inch equals six feet, has been prepared, together with balsa blocks scaled to match the dimensions of stacks and other furniture. Much manipulation and brainstorming have already taken place, and considerably more is expected.

Questioning librarians at centralized reference institutions is awaiting the development of a standard list of questions to ask them (by phone). A list of applicable libraries is almost ready, and the list of standardized questions will be ready very early in January. Asking the questions and obtaining the answers (either on the phone or in later written form) is expected to be completed no later than January 15.

The major source of information for this study is expected to be the survey of reference librarians in Kerr Library. It has been decided that we do not have time for more than one survey. We are well along in developing the survey, and expect to implement it in January, with all of the surveys returned by January 15. The survey will consist of a detailing of problems as we perceive them, possible solutions as we perceive them, and provision for determining the degree of agreement or disagreement with these problems and solutions, and a strong plea to give their opinions and make further suggestions.

After receiving the completed survey forms from reference librarians, and some answers from centralized reference libraries, it will take roughly six more weeks to analyze the data and produce a final report with recommendations.

Figure 2

RESULTS OF TELEPHONE SURVEY OF SELECTED
CENTRAL-REFERENCE UNIVERSITY LIBRARIES

For this telephone survey, six university libraries with comparable volume count and similar arrangement were chosen:

* University of Connecticut, Storrs (1.5 million vols.)
* Georgia Institute of Technology, Atlanta (2.4 million vols.)
* Iowa State University, Ames (1.8 million vols.)
* State University of New York, Albany (1.2 million vols.)
* North Carolina State University, Raleigh (1.3 million vols.)
* Texas A & M, College Station (1.8 million vols.)

1. Is your library system centralized (one library only)?

- 6 out of 6 answered "yes".
- Number of volumes varied from 1.3 to 2.4 million

If so, is your reference area centralized?

- 6 out of 6 answered "yes".
- 2 had small branches elsewhere and 2 had small reference points elsewhere, such as gov. docs.

2. What is the approximate floor area of your reference area? (Exclude the card catalog or online catalog, unless they are mixed into the reference area).

- 4 answered they didn't know; 5 said they would send a map
- 1 said 1,300 sq. ft., not including catalog
- 1 said 14,400 sq. ft. (a whole separate wing on 1st floor)

3. What is the approximate number of volumes in your reference area? (Exclude reference volumes not shelved in "the" reference area).

- 2 reported they didn't know
- 4 reported between 40,000 and 55,000 vols

4. Arrangement of materials:

a. Are the materials in a single call number sequence?
- 1 reported "yes, for the most part."
- 5 reported "no;" (they had separate sequences for ref. stacks, index tables, etc.)

b. What materials, if any, are grouped separately? (Examples might be Wilson indexes, Science Citation Index, or various subject groupings)

- legal reference (1 library)
- national bibliographies (1 library)
- Wilson indexes (2 libraries)
- biographies (1 library)
- grants, scholarships (library)
- college handbooks (1 library)
- telephone books (1 library)
- ANSI Standards (1 library)
- government indexes (1 library)
- Biological Abstracts (1 library)
- Dissertation Abstracts (1 library)
- Science Citation Index (1 library)
- IEEE publications (1 library)
- conference proceedings (1 library)
- Psychological Abstracts (1 library)

c. What would you change if you could?

- 2 reported that they would change nothing
- 1 reported that they had just rearranged the area last summer and were happy with it, except (1) they would like to integrate national bibliographies into the Zs and (2) reclassify some Zs into subject areas
- 1 reported that they were having to rearrange everything to make room for 8 CD-ROMs
- 1 reported they would like to make small clusters in the general reference area and reduce the size of Ready Reference collection
- 1 reported they need to weed 10 to 20% of the reference collection and reclass some Zs to subject areas

5. Visual and physical access to the materials:

a. Do you have reasonable visual access from the reference desk to all parts of the reference area (can librarians and patrons see each other from all points)?

- 2 reported "no" (1 said they didn't view this as a problem)
- 4 reported "yes" to partial access (in some areas)

b. If so, how is this accomplished?

- 1 said that the area is small, so it isn't a problem
- 1 said bldg, is open plan, with lots of space
- 2 said physical layout prevented visual access

c. What would you change if you could?

- 2 reported "nothing"
- 1 reported "(1) weed extensively; (2) put everything into one call number sequence; (3) put some indexes and abstracts that are older than 5 years into regular stacks."
- 2 reported that with their given layout, the present arrangement was best

6. Provision for on-the-spot use of high-use materials:

a. Do you use apron shelving near these materials?

- 2 reported "no;"
- 1 reported "not much--3rd shelf down is kept free of books, so that helps a little;"
- 1 reported that they had shelves (like breadboards) that pull out
- 1 said "yes, but they are not well-situated and books are shelved on part of them"

b. Do you use table-top shelving near these materials?

- 4 reported "no"
- 2 reported "yes, to some extent"

c. Do you use carrels near these materials?

- All 6 reported "some"

d. Do you use tables near these materials?

- 1 reported "no"
- 5 reported "a few"

e. Do you use index tables?

- 1 reported "no"
- 5 reported "yes--for some indexes or interspersed with tall stacks"

f. What would you change if you could?

- 2 reported "nothing"
- 1 reported "get rid of study carrels;
- 1 reported "alternate one high stack with one low stack shelving"
- 1 reported "add carrels in index/abstract area and add tables or low stacks in reference book area"
- 1 reported "weed Ready Reference collection; add reading space (group study area) and add more index tables"

7. **How do you keep reference materials within the area?**

   a. **Is the area enclosed in any way?**

   - 2 reported "no"
   - 4 reported that there is a barrier of some kind

   b. **Is the area well separated from other parts of the library?**

   - 5 reported "yes"

   c. **Do you have signs asking patrons to keep the materials within the area?**

   - 5 reported no"
   - 1 reported "yes"

   d. **How many photocopy machines do you have in the area?**

   - 1 reported "1"
   - 2 reported "2"
   - 2 reported "3"
   - 1 reported that photocopy area is some distance away, but that student workers check it often

   e. **What would you change if you could?**

   - 4 reported they had no problems
   - 1 reported they would like to change location of photocopy, but electrical considerations prevent it
   - 1 reported they would like to get a couple of photocopy machines for the area

8. **What kind of computerized reference service is offered within the reference area?**

   - 5 reported they have an online catalog
   - 6 reported they have CD-ROMs
   - 6 reported they have OCLC terminals
   - 1 reported they have an RLIN terminal
   - 6 reported they have Ready Reference terminals
   - 1 reported they have a terminal for local data
   - 1 reported they have a Faxon terminal

   What would you change if you could?

   - 2 reported "nothing"
   - 1 would like to move Ready Reference searching closer to desk
   - 1 would like to have a different way to service CD-ROMs than with reference librarians

9. Do you have space in reference for bibliographic instruction?

- 6 reported "none" or "little"
- All said that BI is done in a library classroom or seminar room away from the reference desk

What if any, equipment is available?

All said "none"

10. Do you have an online catalog?

- 5 reported "yes"
- 1 reported "no"

Do you have a terminal at the reference desk?

- 5 reported "yes"

11. Do you have a separate information desk?

- 3 reported "yes"
- 3 reported "no"

12. Do you provide separate rooms or other arrangements for librarian/patron conferences or consultations (other than the reference desk)?

- 2 reported "yes"
- 2 reported "have to use reference office-not private"
- 2 reported "no"

13. What other features of your reference arrangement should we be aware of?

- 2 reported that physical arrangement of permanent features, such as windows, stairs, and walls made it difficult to change anything
- 1 reported that their area is not large, but they are quite
- happy with its arrangement
- 1 reported that they give govt. docs. reference at ref. desk, but docs. collection is far away, on another floor

14. Would you be willing to send us a floor plan or diagram of whatever else you have handy which would help us visualize your reference layout?

- 5 reported they would send a map or floor plan
- 1 reported they didn't have a map or literature to send

NOTE: A few librarians sent floor maps and additional descriptions of their reference areas. This information added very little to the survey responses, and is not included.

Figure 3

KERR LIBRARY
REFERENCE ARRANGEMENT SURVEY
(JANUARY 1990)

We, the Reference Arrangement Task Force, solicit your help in defining possible problems and possible solutions related to the present arrangement of reference materials in Kerr Library.

The Survey form is divided into two parts. First, problem areas are defined (as we perceive them at this time). We would like you to tell us how serious they are, on a scale of one to five. Secondly, possible solutions are offered (as we perceive them at this time). We would like you to tell us whether or not they seem reasonable, and add your own suggestions - whether they relate to solutions or problems. Don't hesitate to use added sheets if necessary.

A few basic assumptions (as perceived by our task force):

* The reference area is quite crowded, as evidenced by a lack of index tables, several seven-high reference shelf sections, and a lack of table-top work space and patron seating.

* Massive weeding (shifting items into non-reference areas) is unlikely.

* Separate clusters (out of number sequence) need to be well-justified.

* Present general locations of Circulation, the Reference Area, and Reference offices are pretty well final for this building.

* It is not feasible to extend the card catalog east of the Reference reception office door. However, shrinking the catalog by pulling OCLC cards is a possibility.

* Major expenditures on new furniture are not feasible.

* Major expenditures on electrical wiring are not feasible.

Please return your completed form to one of us no later than Monday, January 22, 1990). You may sign it if you wish, but we must receive one from each of you. We will not connect the survey results to individuals in any way, either orally or in written form.

It cannot be overemphasized that we need your input. The reference area arrangement affects us all; input from each one of you is needed.

Hugh Franklin, Chair Hugh Franklin 1-5-90

Marjorie Knittel Marjorie Knittel 1/5/90

Laurel Maughan Hugh Franklin 1-5-90 for Laurel Maughan

PROBLEM AREA (as perceived by Reference Arrangement Task Force)	HOW SERIOUS? NOT VERY 1	2	3	4	VERY 5
(1) Poor access to reference books & some indexes & abstracts					
(a) Poor access from reference desk (too many blind and sometimes long mazes).					
(b) Very little line-of-sight from reference desk to aisles and vice-versa (patrons and/or librarians can't see each other).					
(c) Unequal access to different subject areas (eg., B's are much more accessible than the S's).					
(2) Space between reference desk and west wall is poorly used					
(a) Seating and table-top work space do not appropriately serve reference book and index shelves not close by.					
(b) Law cluster uses up critical floor space.					
(c) General encyclopedia cluster uses critical floor space.					
(d) Current Contents cluster uses critical floor space.					
(3) Space between reference desk and windows is poorly used					
(a) The present "business" cluster (F&S Index, Predicasts, Wall St. Journal Index, etc) is appropriate, but falls far short of what is needed.					
(b) Book Review cluster uses critical floor space.					
(c) RIE/CIJE paper indexes use critical floor space. They are available on CD-ROM.					
(d) Duplicates of Wilson indexes use critical floor space.					

	1	2	3	4	5
(e) Atlas cases use critical floor space.					
(4) Not enough table-top or counter work space for patrons or librarians					
(a) Not enough near the materials of highest use.					
(b) Not enough counter space at reference desk.					
(5) Problems with reference desk layout					
(a) Ready Reference (back of desk) Collection is not comprehensive enough.					
(b) Some of the Ready Reference Collection could be relocated (state legislative bills, for instance).					
(c) The Ready Reference Collection is not appropriately controlled (critical items tend to disappear).					
(d) Computer terminals face away from patrons.					
(e) Public access to reference OASIS terminal frequently interferes with reference work.					
(f) ORULS catalog is poorly located for librarian access.					
(g) University of Oregon microfiche catalog is seldom used and could be relocated.					
(h) Phone by post (under OASIS) in poor location.					
(6) General reference books and index/ abstracts are hard to keep within the area.					
(7) Poor integration of reference librarians with CD-ROM					
(a) No CD-ROM terminals at or near the reference desk or the paper indexes.					
(b) The CD-ROM stations in front of Circulation are poorly located.					

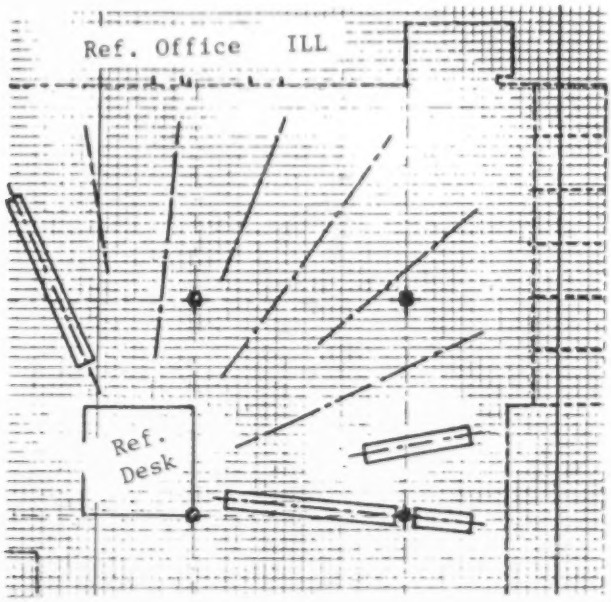
	1	2	3	4	5
(8) Inadequate provision for bibliographic instruction in the reference area.					
(a) No provision for self-instruction videotape (or other AV format).					
(b) No comfortable, non-disruptive place for presentations to groups, large or small.					
(9) No place in the reference area to provide ready-reference searching when semi-privacy and/or additional space is needed					
(10) Small tables, except for a very few, are not appropriate in the reference area. (Carrel tables or table-top shelving are preferable in most cases).					
(11) The reference area (both books and index sections) contains some extremely low-use materials which might be shifted to the regular, non-reference stacks (e.g., MLA Bibliography).					
(12) The reference area (both books and indexes) contains some low to moderate-use materials which might be better served from other service points in the Library (e.g., Government Reports Announcements & Index).					
(13) The card catalog units are poorly arranged for access.					
(14) Foreign-language encyclopedias and national bibliographies (on south side of Central Core) are little-used, and could be relocated.					

POSSIBLE SOLUTIONS (as perceived by the Reference Arrangement Task Force)

DOES THIS SOUND REASONABLE?

YES	NO

(1) Rearrange reference book stacks in a true or modified radial spoke arrangement radiating from the reference desk.



Do you have any other suggestions?

Y	N

(2) Do the same as above for the index shelves.

Do you have any other suggestions?

Y	N

(3) Replace some full stacks with sections of table-top shelving:

(a) Near points of high use

(b) Where maximum line-of-sight access can be obtained.

Do you have any other suggestions?

(4) Incorporate law cluster plus Oregon Legislative Bills into regular call number sequence, in or next to table-top stacks.

Y	N

Do you have any other suggestions?

(5) Expand the present "business" cluster into a more comprehensive cluster.

Y	N

Do you have any other suggestions?

(6) Incorporate book review materials into the regular index/abstract stacks.

Y	N

Do you have any other suggestions?

(7) Incorporate RIE/CIJE paper indexes into the regular index/abstract stacks.

Y	N

Do you have any other suggestions?

(8) Shift duplicates of Wilson indexes out of the reference area.

Y	N

Do you have any other suggestions?

(9) Change the present ready reference (back-of-the-desk) collection to:

Y	N

(a) Selectively cover all areas.

Y	N

(b) Keep heavily used items available.

Y	N

Do you have any other suggestions?

Y N

(10) Remove University of Oregon microfiche catalog from the reference area. [ ] [ ]

Do you have any other suggestions?

Y N

(11) Place OASIS and OCLC terminals, and ORULS microfiche with reader behind the desk, facing the front (east) and add a printer. [ ] [ ]

Do you have any other suggestions?

(12) Reorient the Oregon Index/RLIN/JANUS/PROSEARCH terminal 90° so searcher can monitor patrons approaching the desk, and shift printer next to it. Leave more space around it, including extra chair for patron.

Y N [ ] [ ]

Do you have any other suggestions?

Y N

(13) Shift the phone from beneath OASIS to southwest corner of the Reference Desk area. (This does <u>not</u> require additional wiring). [ ] [ ]

Do you have any other suggestions?

(14) Use a range of table-top shelving along east edge of reference book collection to delineate the reference area and encourage use within it.

Y N ☐ ☐

a) Shelve general encyclopedias (A's) on the outside and continue with normal LC arrangement inside.

Y N ☐ ☐

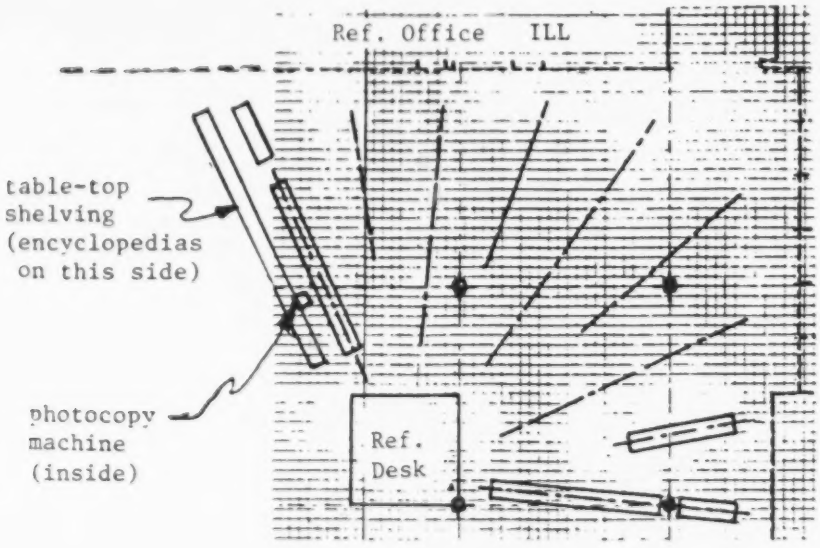
b) Allow for aisle in front of reference offices and ILL, and reasonable access to front of reference desk.

Y N ☐ ☐

c) Keep the reference book photocopy machine inside (west of) the enclosing table-top shelving range.

Y N ☐ ☐

d) Some well-placed, tactful signage explaining need for use inside the reference area is also needed.



Do you have any other suggestions?

(15) Shift the two CD-ROM's by Circulation into the Reference Area either:

Y N ☐ ☐

(a) Attached to Meridian for use by librarians only

OR

Y N ☐ ☐

(b) Placed as part of the business cluster.

Do you have any other suggestions?

(16) A conference room back of the reference desk should be established for bibliographic self-instruction (including video tape) and presentations to small groups.

Y N

Do you have any other suggestions?

(17) Index shelving should be rearranged to allow a few tables and back-to-back carrel pairs near the windows for a more inviting reference use area and for occasional bibliographic instruction (when library use is light).

Y N

Do you have any other suggestions?

(18) One study carrel room (or the old typing room) should be established for in-depth reference questions and semi-private ready-reference searching (there should be a second Oregon Index/RLIN/JANUS/PROSEARCH terminal and printer here; one is not enough).

Y N

Do you have any other suggestions?

(19) The small tables should be replaced by a more appropriate mix of table-top shelving, regular stacks, and carrel tables.

Y N

Do you have any other suggestions?

(20) Foreign language encyclopedias (and some English-language encyclopedias) and national bibliographies should be shifted into the north side of the central stairwell or the regular stacks to clear the south side. Old editions of the Encyclopedia Brittanica belong either in regular, non-reference stacks or in Special Collections.

Y N

Do you have any other suggestions?

(21) Rearrange and shrink the card catalog.

Y N

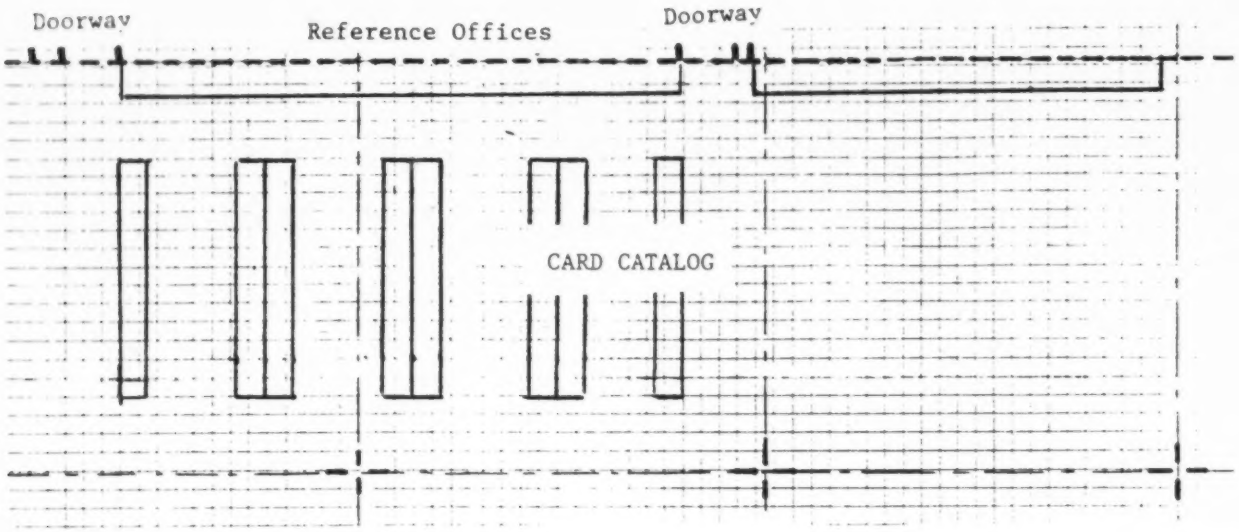
(a) Start to shrink the card catalog by having Information Desk staff pull OCLC cards during slow periods. (Catalog Department has been consulted and considers this feasible).

Y N

(b) Tables at the card catalog units should be removed to fit the catalog into a smaller space which would allow some badly needed reference expansion.

Y N

(c) Card catalog units should be rearranged in U-shaped configurations, open on the north side.



Do you have any other suggestions?

Figure 4

Tabulation of Reference Arrangement Survey Answers

	Problem Areas - How Serious? (1 to 5)																			
	Respondent Number																			
Question No.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	AVE	s.d.
1a	2	3	3	4	1	5	4	3	4	3	4	4	2	2	5	4			3.3	1.1
1b	3	3	4	5	4	5	4	3	4	4	4	4	2	4	5	5			3.9	0.9
1c	2	2	2	5	1	5	3	3	3	3	2	4	3	4	4	5			3.2	1.2
2a	5	2	4	5	1	5	5	2	4	4	4	4	3	4	4	4			3.8	1.2
2b	1	1	3	4	1	5		2	5	4	2	1	1	4	2	4			2.7	1.5
2c	1	1	4	3	1	4	5	2	5	1	2	4	1	1	2	4			2.6	1.5
2d	1	2	4	1	3	4	5	4	5	4	2	4	1	1	5	4			3.1	1.5
3a	2	5	4	5	5	5		4	3	3	4	5	1	4	3	5			3.9	1.2
3b	1	4	5	5	4	5	3	4	5	5	2	3	1	4	2	5			3.6	1.5
3c	1	4	5	5	3	5	5	4	5	5	2		1	3	2	4			3.6	1.5
3d	1	3	5	5	4	5	5	4	5	5	3		1	3	2	4			3.7	1.4
3e	1		5	3	1	5	5	1	5	2	1	4	1	2	4	4			2.9	1.7
4a	4	5	5	5	2	4	5	5	5	4	4	1	3	4	5	5			4.1	1.2
4b	4	5	3	5	3	5	5	3	5	4	5	2	2	1	5	5			3.9	1.4
5a	1	4	3	4	4	4		1	2	2	4	5	4	1	5	4			3.2	1.4
5b	1	4	3	5	5	4	4	4	5	4		5	1	2	3	4			3.6	1.4
5c	1	3	3	5	5	3	5	5	5	5	5	5	4	5	5	5			4.3	1.2
5d	1	1	3	5	3	5	5	3	5	4	4	2	1	1	4	5			3.3	1.6
5e	2	2	3	5	4	5	5	5	3	3	5	5	5	5	4	5			4.1	1.1
5f	1	2	4	5	1	4	4	1	4	3	4	5	1	1	3	5			3.	1.6
5g	1	2	4	5	5	3	5	2	5	4	3	4	2	5	5	5			3.8	1.4
5h	1	2	3	4	3	4	3	2	5	2	3	2	2	1	5	5			2.9	1.3
6	1		3	5	3	3	5	4	5		5	2	3	5	5	5			3.9	1.4
7a	3	1	4	5	1	5	4	4	3	4	4	5	3	4	2	4			3.5	1.3
7b	1	3	5	5	1	5	5	2	5	3	5	5	3	3	3	4			3.6	1.5
8a	2	4	4	5	4	3	4	5	4	3	4	4	1	1	3	4			3.4	1.2
8b	2	1	3	4	5	4	5	5	4		3		1	3	3	4			3.4	1.3
9	2	4	3	4	4	4	5	4	3	3	4	3	2	3	3	5			3.5	0.9
10	1	4	2	5	5	3	3	3	5	5	4	4	1	2	4	4			3.4	1.4
11		4	4	5	3	4	4	5	5	4	4	3	3	3	3	4			3.9	0.7
12	2	4	4	5	3	4	5	4	5	3	1	4		3	3	3			3.5	1.1
13	1	4	5	4	1	4	5	2	5	4	3	3	1	3	3	3			3.2	1.4
14	1	4	5	4	2	5	5	4	5	5	3	2			3	3			3.6	1.3

Tabulation of Reference Arrangement Survey Answers

						Possible Solutions (yes or no)														
						Respondent Number														
Question	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18		
1		N	Y	Y	Y	Y	Y	N	Y	Y	Y	Y	N	Y		Y				
2	N	N	N			Y		N	Y	N	N		N	N		N				
3a	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				
3b	N	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y				
4	N	Y	Y	Y	Y	Y		Y	Y	Y		Y	N	Y		Y				
5	Y	Y	Y	Y	Y	Y		Y		Y	Y	Y		Y		Y				
6		Y	Y	Y		Y	Y	Y	Y	Y	N	Y	N	Y	N	Y				
7		Y	Y	Y	Y	Y		Y	Y	Y	N	Y	N	Y	N	Y				
8		Y	Y	Y		Y	Y		Y	Y	N	N	N		N	Y				
9a	N	N	N	Y	N	Y	Y	N	Y		N		N	N	N	N				
9b	N	Y	Y	Y	Y	Y		Y	Y	N	Y	Y	Y	Y	Y	Y				
10	N	Y	Y	Y	Y	Y	Y	Y	Y		Y	Y		Y	Y	Y				
11			Y	Y	Y	Y	Y		Y	Y	N			Y		Y				
12		Y	Y	Y	Y	Y	Y		Y	Y	Y			Y		Y				
13	N		Y		N	Y			Y			Y		N	Y	Y				
14a	Y		Y	Y	Y	Y	Y		Y	Y	N	Y		Y	Y	Y				
14b	Y		Y	Y		Y	Y		Y	Y	Y	Y		Y	Y	Y				
14c	Y		Y	Y	Y	N	Y		Y		Y	Y		Y	Y	Y				
14d	Y		Y	Y	Y	Y	Y	Y	Y	Y	Y	Y			Y	Y				
15a	N	Y	Y		Y	N		N	N	Y	N			N	N	Y				
15b		Y	N	Y	N	Y		Y	Y		N	Y			N	Y				
16	N	Y	Y	Y	Y	N	Y	Y	Y	Y	Y					Y				
17		Y	Y	Y	Y	Y	Y		Y	Y	Y	N		Y	Y	Y				
18		Y	Y	Y	Y	Y	Y				N			Y	N	Y				
19	N		Y	Y	Y	Y	Y		Y	Y	Y	Y		Y	Y	Y				
20		Y	Y	Y	Y	Y	Y		Y	Y	Y	Y		N	N	Y				
21a			Y		N	Y				N	N			N	N	Y				
21b			N	Y	N	Y	Y	N	Y	Y	Y			N		Y				
21c			N	Y	N	Y	Y	N	Y	Y	Y					Y				

Figure 5

SELECTED ANNOTATED BIBLIOGRAPHY

ON ARRANGEMENT OF A REFERENCE AREA

SPRING 1990

Arrigona, Daniel R. and Eleanor Mathews. A Use Study of an Academic Library Reference Collection. RQ. 28 (Fall 1988): 71-81.

This article stressed the librarian use of specific call number areas. It might be useful in strategically placing heavily used materials in reference locations enhancing their use and proximity to the reference desk, but didn't seem to apply to physical arrangement specifically. Iowa State University was the institution analyzed by the authors.

Becket, Margaret and Henry Bradford Smith. Designing a Reference Station for the Information Age. Library Journal, 111 (April 15, 1986): 42-46.

University of Rochester main library's prescription for designing a "full-service reference for anything from a directional question to an online search." Includes planning, meeting needs, making choices, evaluation, bibliography of then available literature, and potentially useful diagrams of their reference area.

Crooks, Joyce M. Designing the "Perfect" Reference Desk. Library Journal, 108 (May 15, 1983): 970-72.

This article provided specifications for the "perfect" reference desk. Diagrams were included. The task force had reservations about usefulness of the suggestions for our situation, feeling that the counter top was too low for the patron, but too high for the librarian seated on a chair of normal height. This "perfect" reference desk didn't feel right to us.

Farbstein, Jay and Min Kantrowitz. People in Places: Experiencing Using, and Changing the Built Environment. (chapter 41. Back to the Drawing Board, pp.173-181.) Englewood Cliffs, J.: Prentice-Hall, Inc. [1978]

Interesting discussion of what to do "when a place isn't working well". Useful graph showing how to integrate strategies with objectives. Not directly library oriented, but useful ideas.

Gwinup, Thomas. A Functional Arrangement of Indexes and Abstracts for the Humanities and Social Sciences. RQ, 13 (Winter 1973): 143-46.

Interesting article on functional arrangement--"Library of Congress order of subjects, beginning with A on the first tables, and ending with Z on the last tables. Most of the exceptions were made to bring near the reference desk items that were both heavily used and frequently in need to explanation." Diagrams are included and a nice table of Periodical Indexes and Abstracts arranged alphabetically indicating the table or stack number on which they were located.

Jestes, Edward C. an Example of Systems Analysis: Locating a Book in a Reference Room. Special Libraries, 59 (November 1968): 722-728.

Flowchart system of a step by step procedure for locating a desired reference book. Did not seem particularly useful to us.

Kleinter, Jane P. The Configuration of Reference in an Electronic Environment. College and Research Libraries. 48 (July 1987): pp. 302-313.

The article consisted of a discussion of the history of the centralization/decentralization of libraries concept, with a focus on the centralization of Louisiana State University Library system. The article points out advantages and disadvantages which were carefully considered before the centralization of the LSU library was done. This was more of a philosophical discussion than the actual physical mechanics of how to decide where to put what.

Lancaster, F. Wilfrid. The Measurement and Evaluation of Library Services. (Chapter 12. Effect of Physical Accessibility and Ease of Use, pp.312-321.) Washington: Information Resources Press, 1977.

This was a discussion of physical accessibility and ease of use--if its not close, it probably won't see much use. Not really applicable to us.

Larason, Larry, and Judith Schick Robinson. The Reference Desk: Service Point or Barrier?. RQ 23(Spring 1984): 332-338.

Abstract: In the literature of librarianship there is description but little prescription of the design and optimal placement of a reference service point. The authors draw from marketing, ergonomic, and psychological theory to present several factors that should be considered in order to improve the approachability of a reference desk for the library user. A case is made for marketing reference service as an "impulse good." Good ideas, but more specific for the actual placement of the Reference Desk. Not terribly useful.

Library Instruction and Reference Services. In: The Reference Librarian, no. 10, Spring/Summer 1984, pp.5-13.

This was a series of isolated comments on the relationship of reference desk arrangement, bibliographic instruction and reference service. The entire issue is devoted to "Library Instruction and Reference Services." More conceptual than actual physical arrangement.

Morgan, Linda. Patron Preference in Reference Service Points. RQ 19 (Summer 1980): 373-375.

Abstract: The effects of the type of furniture at a reference service point are examined. In this brief study, the behavior of patrons who could choose between a person sitting at a counter and one sitting at a desk at each of two reference points was observed. Although the results are not conclusive, there seemed to be a definite preference for the counter. Includes diagrams, pictures, but did not seem useful for our assignment.

Physical Setting. In: Jennerich, Elaine Zaremba and Edward J. Jennerich. The Reference Interview as a Creative Art. pp.48-53. Littleton, Colorado: Libraries Unlimited, Inc., 1987.

Good ideas regarding how to determine a useful reference desk arrangement, especially if a library is considering a change.

Pierson, Robert. Appropriate Settings for Reference Service. Reference Services Review. 13(Fall 1985): 13-29.

This was an Excellent article on the "factors that influence the design and use of reference service areas." It included thirteen characteristics every reference service area should have, and proposals for specific design techniques to achieve these desired features. Checklist and diagrams are included.

Pierson, Robert. On Reference Desks. RQ, 17(Winter 1977):137-38.

This article dealt with the philosophy of reference desks. Not much on actual arrangement of desk and collection. Very non-traditional in its approach.

Reference Desks. In: Katz, William A. and Ruth A. Fraley. Evaluation of Reference Services. pp.26-39. New York: Haworth, 1984.

Brief discussions on reference desks--appearance, layout, arrangement of materials, etc. Did not seem terribly pertinent to our assignment.

Roose, Tina. Stress at the Reference Desk. Library Journal, 114 (September 1, 1989): 166-67.

The article was not directly related to reference desk and area arrangement, but did indicate that librarian stress and burnout can often be a result of the"adverse conditions" under which librarians are "expected" to work.